United States Department of the Interior

BUREAU OF LAND MANAGEMENT
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In Reply Refer To:
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EMS TRANSMISSION: 1/13/03
Information Bulletin **No. CA-2003-013**

To: All California Employees

From: State Director

Subject: Lotus Notes Electronic Mail Management Policies

Attached is WO IM 2002-195, Lotus Notes Electronic Mail Management Policies. The IM sets the enterprise management policies for all Lotus Notes electronic mail (Email) accounts. The IM highlights the following points:

- All mail databases will have a maximum size (quota) of 100mb, with a Warning Threshold of 90mb. For most CA mail databases, that means an increase from our standard 40mb. Please remember that the quota is not a goal. You should still practice regular housekeeping on your mail database. Mail databases consist of information contained in the Inbox, Drafts, Sent, Calendar, To Do's **and** any Folders that you've created.

- The memo reminds you of WO IM 2002-208, Retention of Electronic Mail Related to the Cobell Trust Fund Litigation and Other Indian Trust Responsibilities. It directs all BLM employees and contractors to print and file all Email messages that discuss the Cobell v. Norton court case. These messages can only be deleted from Notes, after you've received a message stating that there has been a successful Lotus Notes backup. In California, those messages have the Subject of Lotus_Notes_Backup_Status.

- There will be an absolute 10mb size limit on all inbound and outbound individual Email messages. In addition, any message sent, including attachments larger than 5mb in size, will be not be delivered until the hours between 12:00 midnight and 4:00am.

- Alternative methods for transmitting large attachments, are to post them on a BLM ftp server, or to use Shared Directories. Ftp instructions are posted in the CA NotesTips database. To open it from your Notes client, pull down your *File* menu and select *Database*, then *Open*. Change the Server to *LMCA1/BLM/DOI*, and in the Filename type **cadata/CA_NotesTips.nsf**. You can also get to it from your browser by typing **http://10.40.0.62/cadata/CA_NotesTips.nsf**. Once in, Select *By Category* on the left, scroll down to *Misc*, then select **FTP'ing Large Documents**. Shared Directories are limited at this time in California. Currently we do not have a standard set of network shares available for file sharing. But, each office, and some programs have implemented their own network shares as needed. We have developed a plan to consolidate these different shares into a Bureauwide structure, allowing users to navigate and use shares throughout the bureau. The final design and deployment of this structure, will be implemented within the coming year.

- Other mail tips can also be found in the CA Notes Tips database, mentioned in the above paragraph.

This notification has been coordinated with both Local 951 and Local 2152. Questions can be directed to Pam Black, CA Notes Administrator at 916-978-4548. Your local System Administrator or the CA Help Desk (916-9786-4560) can also assist with most Notes questions.

Signed by: Authenticated by:
James Wesley Abbott   Richard A. Erickson
Associate State Director   Records Management

Attachment:
  #1 - WO IM-2002-195 (3 pp)

UNITED STATES DEPARTMENT OF THE INTERIOR
BUREAU OF LAND MANAGEMENT
WASHINGTON, D.C. 20240

June 25, 2002

EMS TRANSMISSION 06/25/2002
Instruction Memorandum **No. 2002-195**
Expires: 09/30/2003

To: All BLM Employees

From: Assistant Director, Information Resources Management

Subject: Lotus Notes Electronic Mail Management Policies   **DD: 08/27/2002**

Program Area: Information Resources Management

Purpose: This Instruction Memorandum (IM) implements enterprise management policies for all Lotus Notes electronic mail (e-mail) accounts. Managed use of e-mail will result in lowered annual Information Technology (IT) operating costs by reducing the need for e-mail related hardware purchases, network circuits, and automated capture of e-mail.

In order to improve Bureauwide management of e-mail usage, size limits will be instituted on employees' mail files (the contents of which are described below) and individual e-mail messages, including attachments. In addition, a server consolidation project is underway that will reduce the total number of e-mail servers and improve overall levels of service.

Policy/Action:

Quotas

The size of individual user Lotus Notes mail files shall be 100 megabytes (MB). States and Centers may impose more restrictive limits on individual mail files at their discretion by requesting this through WO-560, Ted Weir at (202) 452-7793. Mail files consist of information contained in the Inbox, Sent, Folders, Calendar, Address Book, and To Do sub-directories of Lotus Notes accounts. After this quota is implemented, any e-mail user whose mail file exceeds 100 MB will no longer be able to receive messages until the database size drops below the limit.

Users with mail files greater than 100 MB must archive or delete messages to bring the size below 100 MB. Messages covered by the Federal Records Act or Cobell requirements are the exception. Users should immediately compact their individual mail file after deleting files appropriately. Assistance with determining mail file size, archiving, and compacting may be obtained from local BLM Help Desks.

Cobell and Federal Records Issues

WO IM 2002-208, Retention of Electronic Mail Related to the Cobell Trust Fund Litigation and Other Indian Trust Responsibilities, directs all BLM employees and contractors to print and file all e-mail messages that discuss the Cobell v. Norton court case. This includes Indian Trust reform, the High Level Implementation Plan and its sub-projects, and Individual Indian Money administration, whether Federal Records or not. These messages and attachments shall not be deleted from Lotus Notes until notification has been received from the local systems administrator that the e-mail has been successfully backed up. If e-mail has been deleted in error, recovery from the previous day's backup must be accomplished on an immediate basis. Also, for Cobell and related e-mail, the "reply with history" or "reply to all with history" function must be used.

Note: Because this memorandum makes mention of the Cobell litigation, it falls under the requirements for printing, filing, and retention established by WO IM 2002-208.

As required by National Archives and Records Administration Regulation 36CFR 1234, Departmental CIO Memorandum dated, September 10, 1999, Electronic Mail - Records Management Guidance**,** and further promulgated by BLM Manual 1220, in the absence of an electronic record keeping system, e-mail messages that constitute Federal records, but are not related to the Cobell Trust Fund Litigation must be printed and filed in the office record keeping system before they can be deleted.

Message Size Limit

An absolute 10 MB size limit on inbound and outbound individual e-mail messages shall be implemented. In addition, any message, including attachments, larger than 5 MB in size that is sent between the hours of 4:00 AM and 12:00 midnight local time will not be delivered until the period of 12:00 midnight to 4:00 AM. If a message, including attachments, which exceeds 10 MB is sent, the recipient will be notified that their inbound e-mail message exceeds the allowable 10 MB size limitation, and that the message will not be delivered. Entities outside the BLM may impose message size limits lower than 10 MB. Lotus Notes users should contact outside recipients to determine their limits before sending large messages. Transmission of files approaching 5 MB should only be done with discretion. In particular, avoid using the "reply with history" or "reply to all with history" function of Lotus Notes for large files whenever practical.

Alternative Methods for Transmission of Large Files

Messages larger than 10 MB will no longer be transmitted via e-mail. To share large files with others, utilize one of the following methods, and include a link to the file location in the e-mail message. Local Help Desks can provide assistance with incorporating links into e-mail messages. Employees receiving e-mail that constitutes a Federal record or that is covered by WO IM 2002-208 must print any linked file stored in these alternate locations as if it were an attachment.

Alternative methods are:

> --**File Transfer Protocol (ftp)** to post files on the BLM ftp server. Instructions on how to upload attachments and the locations on the ftp server can be found at: http://web.blm.gov/nirmc/internet/faqs.html#ftp_email.

> --**Document Library** for file distribution to BLM Lotus Notes users. Instructions on how to use this feature can be found at:
> http://web.blm.gov/nirmc/internet/faqs.html#domino_links.

> --**Shared Directories** to which others have access. Instructions can be obtained from your local Help Desk.

> --**Post on a Web Server**. Instructions can be obtained from your local Help Desk.

WO-IM 2001-093, Bureau Policy on Limited Personal Use of Government Office Equipment and Telephone Use, sets policy regarding personal use of Government e-mail. This IM may be found at: http://web.blm.gov/internal/wo-500/directives/dir-01/im2001-093.html.

Timeframe: Implementation of the new policy will take effect immediately. Compliance with this policy shall be met by August 27, 2002. BLM Offices with bargaining units may be granted exceptions to these dates to complete negotiations as required by existing contracts. For extensions to this due date, contact Ted Weir, WO-560.

Budget Impact: Transmission of large volume file attachments impacts network and file storage capacity, which results in cost increases to BLM. This slows down other work for employees using IT resources and wastes budget dollars and labor hours. In addition, it is likely that Department of the Interior Bureaus will be required to implement automated capture of e-mail traffic. There is a projected cost of 21 cents per MB for all Bureau e-mail traffic. Without implementing use policies for e-mail, the BLM will face significant costs from that process. Implementation of policies established by this IM will lower long-term operating costs and help control the growth of IT spending on an annual basis.

Background: The Information Technology Management Reform Act of 1996 requires that Agencies of the Federal government establish a method of ensuring that information assets are managed properly. The policy established by this IM will better enable the BLM to manage IT assets to fulfill the requirements of the Act, integrate those assets into the Bureau Architecture, and provide quality customer service.

Manual/Handbook Sections Affected: None.

Coordination: This IM was coordinated with Washington Office Records Specialists, the CIO Council, and Bureau E-Mail administrators.

Contact: For policy matters, contact Ted Weir (WO-560) at 202-452-7793. For technical questions and/or assistance, contact your local e-mail administrator.

Signed by: Authenticated by:
John Foster   Barbara J. Brown
Acting Assistant Director   Policy & Records Group, WO-560
Information Resources Management